



Connections

HUMAN SERVICES DIVISION
Community Services Department

Fiscal Year 2007/2008 Update

*Responding creatively and
effectively to human service needs
to enhance the quality of life of
Scottsdale residents*





*When we seek for connection,
we restore the world to wholeness.
Our seemingly separate lives become
meaningful as we discover how truly
necessary we are to each other.*

MARGARET WHEATLEY



Letter from the Director: Human Services Overview

First and foremost I have a personal need to begin this letter with an acknowledgement of my gratitude for being selected as Scottsdale's Human Services Director. I have been involved with the Human Services staff and commissions since the early 1990s as a colleague, a staff member and a private consultant. This new opportunity is the most exciting yet; but I have the benefit of Connie James's example, the help of very committed and competent co-workers and the inspiration of dedicated commissioners. I thank them all for their gracious welcome.

In preparing for the interview for the Director's position I kept going back to two questions:

What is the unique contribution of Scottsdale's Human Services Division to the life of the City of Scottsdale?

Why is that contribution important to the community?

My answer to the first question was this. At the core, the Human Services Division fosters connection -- the connection of people to people and the connection of people to resources.

That's it and that's all. Everything we do is about fostering connections. Recreation and social services at the senior centers and neighborhood centers (Via Linda Senior Center, the Granite Reef Senior Center, Vista del Camino and the Paiute Neighborhood Center) connect people over card tables, tours, after school programs, intergenerational programs, STOMP and a variety of volunteer opportunities. The centers and Youth and Family Services and the Community Assistance Office connect people to resources every day. The resources include funding for non-profit providers and brokerage agencies, educating and advocating for youth and seniors, and providing emergency services, homebuyer counseling, Family Self Sufficiency and rental assistance.



*Fostering connections
with people and services
accelerates the natural
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Human Services also offers opportunities for every resident to connect with others through volunteering. And every business or household that receives a water bill can connect to Scottsdale residents in need, one dollar at a time, each month, through Scottsdale Cares.

We are assisted in this mission of connection by the Human Services Commission. Seven citizens appointed by the City Council provide advice and feedback on the way we develop and deliver services and advise the Council on the allocation of grants, general funds and Scottsdale Cares funding granted to providers of service to our residents.

Why is it important that we make special efforts to foster connections through Human Services? There are many reasons, but one is compelling. Cities in Arizona grow rapidly. The general estimates are that between population growth and population churn, about 25 percent of the

population of our communities were not here five years ago.

Since it takes about 10 years for a new resident to develop a sense of connection to the community, we are at a higher risk for the problems that arise from disconnection and isolation. These include depression, domestic violence, gang activity, dropping out of high school and neighborhood deterioration.

Fostering connections with people and services accelerates the natural process of connecting people with the community. That is a good thing to do in any community. In Arizona communities, it is particularly valuable. I am very pleased to be part of this mission. For the people who are already making a contribution to connection, I thank you. For everyone else, I invite you to help us foster the connection of people to people and people to services.

Paul Ludwick
Human Services Director

Vista del Camino provides a variety of services to prevent homelessness, meet the basic needs of individuals and families facing financial crisis, relieve economic and emotional stress and promote self-sufficiency. These services include food, clothing and emergency financial assistance for housing, utilities, transportation and special needs.

The Job Preparation Program offers case management to help individuals overcome barriers to economic independence. An on-site Career Center provides job search and resume writing assistance, as well as use of computers, fax, copy machine and phone. Vista del Camino works in collaboration with the Salvation Army, local St. Vincent de Paul councils and Concerned Citizens for Community Health, a non-profit organization.

LIST OF TOP SERVICES IN FY 2007/2008:

- 2,281 Unduplicated households received emergency services
- 1,391 Emergency food boxes distributed
- 2,294 Individuals received clothing at the clothing bank
- 49 Homeowners assisted through the S.T.O.M.P. Program
- 357 Households received \$170,835 in rent/mortgage assistance
- 656 Households received \$178,367 in utility assistance
- 4,063 Visits were made to the Career Center – a 62 percent increase from last year
- 513 Children assisted through the Back to School Clothing Program
- 516 Families assisted through the Thanksgiving Food Program
- 584 Families assisted in the Holiday Adopt-a-Family Program

PROGRAM ACCOMPLISHMENTS IN FY 2007/2008:

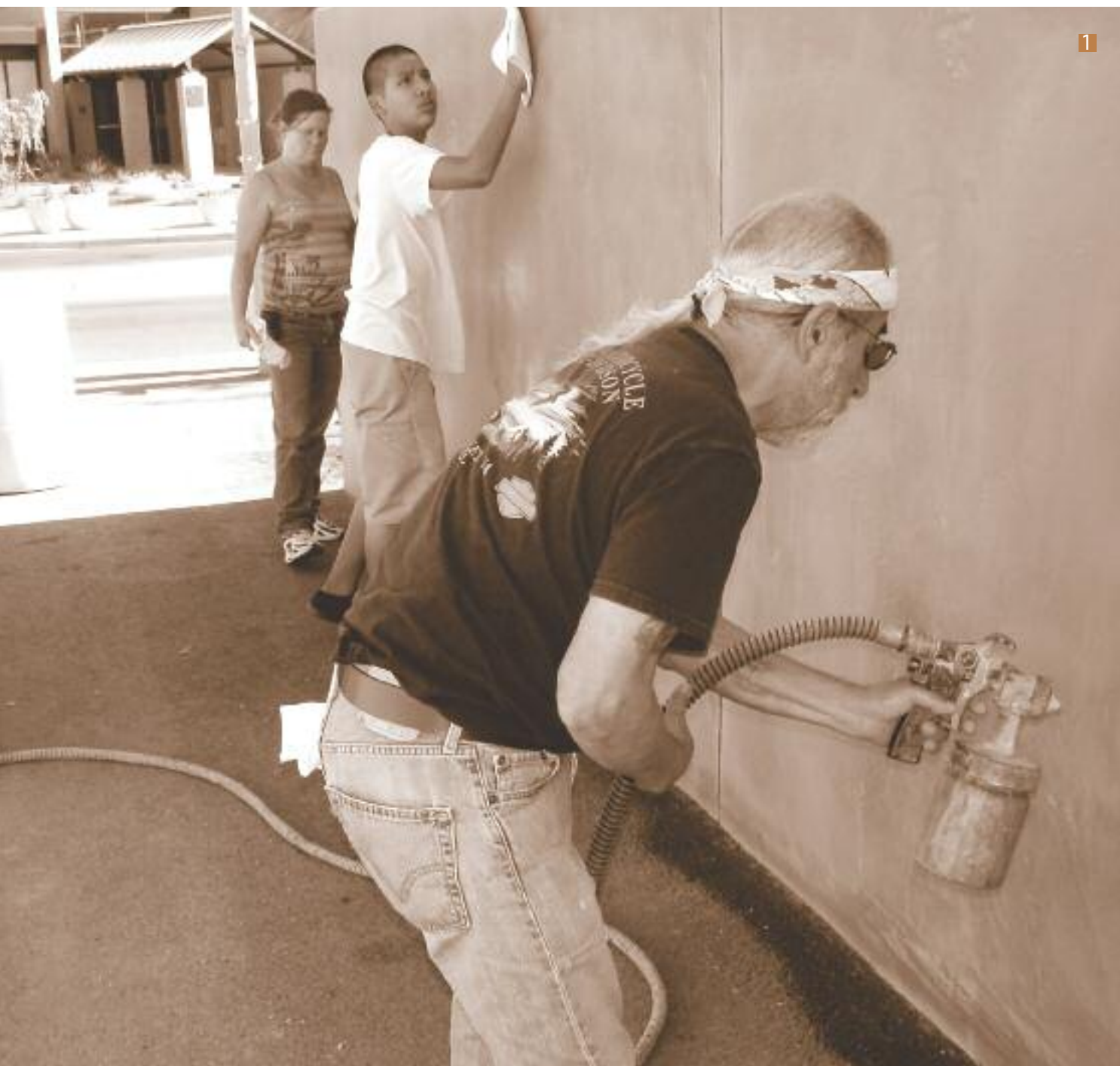
- Vista del Camino was remodeled and renovated and opened to the public in February 2008. A grand opening was held on March 29, 2008, with over 500 in attendance.
- The Vista del Camino staff and programs were re-organized in July 2007 to include the administration of a portion of the parks and recreation programs at Vista del Camino under the direction of the Human Services Division. This reorganization included the administration of the park and park activities from McDowell Road to McKellips Road, the administration of all center-based recreation programs, and the addition of one full-time recreation coordinator and nine part-time recreation staff. Recreation programs, including a teen program, were offered at the center beginning March 31, 2008.
- The administration of the S.T.O.M.P. program (Scottsdale Teens on a Mission for Progress) was moved from the Via Linda Senior Center to Vista del Camino in March 2008. This included the transition of one full-time assistant recreation coordinator and 30 part-time recreation specialist positions.
- The Vista del Camino staff worked closely with local artists and community members to kick off the beginning phases of the Vista del Camino Alley Beautification Project. This project seeks to enhance and create a safer environment in an alley across the street from Vista del Camino. The project is in direct response to community requests to enhance an alleyway that serves as a gateway to the community center for many residents. Prior work in the alley provided a block wall, improved lighting and surfacing. This new phase of the project includes application of art through community participation.

1. Community members hard at work on the Vista del Camino Alley Beautification Project.

2 Residents enjoy services at the new Vista del Camino Career center.

3. The newly remodeled Vista del Camino.

4. Teens enjoy the newly reopened Vista del Camino Teen Center.



1



2



3



4

PAIUTE NEIGHBORHOOD CENTER

The Paiute Neighborhood Center (PNC) is a community center with 30,000 square feet of space that was once an elementary school. The center provides services and programs for a multi-generational and diverse neighborhood population including community recreation, social services, health and wellness programs and educational opportunities.

LIST OF TOP SERVICES IN FY 2007/2008:

- 15,583 After-school/Summer Program Contacts including a daily average of 120 youth 6-11 years old and 40 youth 12-17 years old in the following areas:
 - 80 youth in the Computer Lab
 - 30 youth in the Tutoring Room
 - 30 youth in the Math/Science Room
 - 30 youth in Recreation Programs
- 15,371 Requests for information and referral
- 8,084 Senior Center contacts
- 5,896 Social Service contacts for intakes, case management and follow-up

1. Paiute youth participate in the national "Lights on After School" event.

2. Youth line up to get a closer look at a Scottsdale fire truck during a fire safety presentation.

3. Seniors enjoying a game of scrabble.



PROGRAM HIGHLIGHTS IN FY 2007/2008:

- An athletic field was completed and 100 child safety car seats were purchased for low-income families through a \$61,000 grant received from the Salt River Pima Maricopa Pima Indian community.
- The new math and science room was opened providing activities to encourage youth to improve their math and science skills. This room was made possible through grant funds totaling \$13,000 received from the Scottsdale Area Association of Realtors, Cox Charities and the Arizona Bank.



YOUTH AND FAMILY SERVICES

The City of Scottsdale Youth and Family Services Division offers supportive counseling, teen employment, court-ordered diversion services and behavioral health assessment to Scottsdale teens and families. In addition, educational workshops for youth are offered that teach money management, study skills, life skills, job skills and social skills through making positive choices. Through these programs, youth and families become equipped with the tools, training and knowl-

edge necessary to help provide a smoother transition from adolescence to young adulthood.

Other services provided are educational resources that support the Ready to Learn Initiative, tobacco education, various community presentations and the Scottsdale Mayor's Youth Council (SMYC). Teens accepted to the SMYC learn about local government and have the opportunity to meet with key staff members throughout the City.

LIST OF TOP SERVICES IN FY 2007/2008:

- 318 Teen participants in teen job fairs
- 638 Families referred for Juvenile Diversion Program services
- 72 New families received outreach assessment and/or support

- 783 Youth participants in educational workshops
- 26 Members of Scottsdale Mayor's Youth Council
- 2,661 Participants in community education

1. Battery powered simulation vehicle nicknamed "SIDNE" simulates driving under the influence of alcohol.

2. Youth Council members helping out at the Food Bank.



PROGRAM HIGHLIGHTS IN FY 2007/08:

- The Scottsdale Youth Diversion staff participates in orientation training for all new Scottsdale Police recruits. This training focuses on adolescent development, juvenile laws, the diversion process with teens, and providing resource information about the programs at Youth and Family Services. Police officers and school resource officers refer Scottsdale residents to Youth and Family Services for help in navigating stressful circumstances through supportive intervention. Through Youth and Family Services outreach, families are provided with educational resources and referrals to outside agencies when more comprehensive intervention is required.
- This year the Scottsdale Teen Employment program offered two job fair events in collaboration with the Scottsdale Unified School District. These Teen Expos provided students information on employment, volunteer service and career and college resources. These events hosted over 80 vendors with combined teen attendance of 318.
- Scottsdale Teen Employment also offered educational services and classes to Scottsdale youth. A total of 51 community presentations and workshops were offered to 886 Scottsdale youth. A variety of topics were covered, including job interviews, customer service techniques, job seeking skills, resume writing, career exploration, study skills and money management.
- The Scottsdale Mayor's Youth Council (SMYC) aims to educate, motivate and empower Scottsdale youth with experience in leadership, knowledge of local government, and experience in group decision making. The program goals include encouraging and supporting youth voice with the hopes of fostering continued community involvement. SMYC for 2007-2008 includes juniors and seniors who either reside in Scottsdale or attend Scottsdale high schools and are interested in learning about their local government. Youth have the opportunity to meet with key city officials, tour various city facilities and participate in volunteer activities. Information and applications are available online or in schools at the start of each school year.
- The Northeast Valley Coalition Against Methamphetamine is a local effort to coordinate a community-based response to the methamphetamine problem. The coalition includes the communities of Carefree, Cave Creek, Fort McDowell Yavapai Nation, Fountain Hills, Paradise Valley, Salt River-Pima Maricopa Indian Community and Scottsdale. Youth and Family Services staff provide support and resources to the Community Education sub-committee.
- As a result of funds received through the Salt River Pima Maricopa Indian Community in 2008, Youth and Family Services purchased several teaching tools developed to offer a more comprehensive alcohol/drug use prevention program. These include the Simulated Impaired Driving Experience (SIDNE®), a battery powered simulation vehicle, impaired vision goggles, educational videos and other complementary materials. The intent and plan is to incorporate these teaching tools into the workshops presented to youth referred through the city's Juvenile Diversion program, as well as programs developed by the Scottsdale Police Department Traffic Division and school resource officers.

GRANITE REEF SENIOR CENTER

The Granite Reef Senior Center celebrated its second anniversary in September 2008. This 37,500 square foot facility and adjacent one-acre courtyard is the home away from home for many older active adults. The Senior Center offers a wide variety of recreation, education, health, wellness and social service programs. These programs are provided through the combined efforts of City of Scottsdale staff, volunteers and various non-profit groups and agencies. The center is open six days a week and offers many off-site activities to serve the needs of older adults living in Scottsdale and surrounding areas.

LIST OF TOP SERVICES IN FY 2007/2008:

- 57,066 Contacts through recreation classes and programs, and 240 events
- 514,349 Customer contacts
- 29,865 Volunteer hours of 180 volunteers
- 67,633 Social service programs and screenings contacts
- 3,732 Participants in 27 support groups

PROGRAM ACCOMPLISHMENTS IN FY 2007/2008:

- The Scottsdale Senior Services team partnered with the Scottsdale Fire Department and Scottsdale Healthcare to provide the successful “Too Fit To Fall” year-long fall prevention series. This along with the STRIVE fitness and Olympic walking programs improved the individual health, fitness level and quality of life for almost 50 people this past year.
- The performing arts programming has grown to include another singing group, theater group, the Scottsdale Strummers, a ukulele group, and a karaoke group.
- The Granite Reef Senior Center received over \$20,000 in grants for recreation, special events and social service programs.
- Timmy the Trolley has been a huge success in bringing not only seniors to the center but also in serving the children, teens, and adults in the neighborhood. It now connects with Vista del Camino, Paiute Neighborhood Center and the Tempe transportation system.

1. Dottie is just one of our nearly 200 so very special volunteers who make such a huge impact on a daily basis.

2. The Granite Reef Senior Center has become a second home and second family for so many.

3. Residents and seniors enjoy the annual Arts & Crafts Fair





The 20,000 square foot facility offers a variety of recreational programs, classes and events, along with social services and health and wellness programs. These programs and services are provided through the combined efforts of city staff, volunteers and various non-profit groups and agencies year-round. The center is open six days a week and offers many off-site activities to serve the needs of older adults living in Scottsdale and surrounding areas.

LIST OF TOP SERVICES IN FY 2007/2008:

- 398,069 Customer contacts
- 433 Events with 164,886 contacts in Recreation Classes and Programs
- 116 Events with 83,408 contacts in Social Service Programs & Screenings
- 184 Volunteers donating 22,418 hours

PROGRAM ACCOMPLISHMENTS IN FY 2007/2008:

- The summer Beat-the-Heat and winter Adopt-A-Senior programs served over 400 isolated Scottsdale seniors. These programs help meet the needs of homebound seniors by providing connections with city programs, community resources and agency services. Two hundred and three donor groups support these programs through both small and large gift items. Scottsdale residents, businesses and community groups generously donated more than \$25,000.
- Twenty-one support groups attended by 6,288 participants assisted with coping with the loss of loved ones, life transition and life-altering health condition.

1. Via Linda's very own Polynesian dance class students performing at the Summer Luau.

2. Seniors twirling up a good time at one of the monthly dances hosted at Via Linda Senior Center.

3. Art classes are one of the most popular recreation classes offered at Via Linda Sr. Center. This senior is focusing on his Chinese art painting.





COMMUNITY ASSISTANCE OFFICE

The Community Assistance Office provides Section 8 rental assistance to low-income families in collaboration with the U.S. Department of Housing and Urban Development (HUD) and the private rental community. The Family Self-Sufficiency Program provides case management services to Section 8 participants annually, who are committed to improving their work-life skills and their future. The Community Assistance Office also manages more than \$2 million in Community Development Block Grant (CDBG) and HOME federal grants, in addition to managing the city's Housing Rehabilitation Program.

The Section 8 Rental Assistance Program was opened for one day in November. Five hundred people applied on that day.

LIST OF TOP SERVICES IN FY 2007/2008:

- Provided Section 8 rental assistance to low-income families.
- Administered the Community Development Block Grant Program (CDBG) which provides federal grant funds for housing and social service programs in the community.
- Preserved the city's older housing stock by providing rehabilitation assistance to low and moderate-income homeowners through the Housing Rehabilitation Program.
- Administered the Family Self-Sufficiency program.
- Managed the federal grant contracts for the HOME program which provides federal grant funds for affordable housing in Scottsdale.



PROGRAM ACCOMPLISHMENTS IN FY 2007/2008:

- The Section 8 program provided over \$4.7 million in rental assistance for 687 families in the private rental market.
- On November 14, 2007 the Section 8 wait list was opened. More than 500 applications were distributed which gave individuals the opportunity to apply to be on the waiting list for the Section 8 Housing Choice Voucher Program.
- The Family Self Sufficiency program served 54 Scottsdale Section 8 residents. Two of these participants graduated from the program with an average earned income of \$28,327 at graduation.
- As of June 2008, the participants involved in the Family Self-Sufficiency program averaged an increase in earned income of 53 percent. Fifty-nine percent of these participants have attended or are attending school.
- The Home Ownership Assistance Program (HOAP) made it possible for a Section 8 participant to purchase a Scottsdale home in September 2007.
- The Housing Rehabilitation program improved 18 Scottsdale residences, securing over \$522,323 in deferred loans to finance the rehabilitation contracts between applicants and private contractors.
- The First Time Homebuyer program provided down payment assistance for six families to purchase homes in Scottsdale.
- One multi-family rental property was acquired with CDBG funds to preserve the affordability of four rental units within the Belleview neighborhood.

*In memory of Mark Bethel, Community Assistance Manager.
2001-2008*

*It is one of the beautiful compensations of life that no man can sincerely try
to be kind to another, without helping himself.*

Bailey

SUPPORT TO NON-PROFIT AGENCIES IN FY 2007/2008

Community Development Block Grant Funds

The Community Development Block Grant (CDBG) program is a federally funded program administered by the U.S. Department of Housing and Urban Development (HUD). Scottsdale, as a participating local government, automatically receives funds annually. The CDBG program provided funding for public services, public facilities, housing rehabilitation, project planning and administration.

Public Service Activities

Total Funds: \$ 178,017

- Advocates for the Disabled, Inc. - Disability Claim Service
- Big Brothers/Big Sisters of Central Arizona - Scottsdale Mentoring
- Chrysalis Shelter - Scottsdale Domestic Violence Shelter
- Community Information & Referral - CONTACS Hotline
- Homeward Bound - (Transitional Housing) Case Management and Employment Services
- Save the Family - (Transitional Housing) Case Management and Supportive Services
- Scottsdale Training & Rehabilitation Services (STARS) - Community Based Employment Program
- Tempe Community Action Agency - Scottsdale Senior Action Nutrition Program

Non-Public Service Activities

Total Funds: \$826,588

- City of Scottsdale, Community Services - COS CDBG Housing Rehabilitation Program
- City of Scottsdale, Community Services - Roof Replacement and Repair Program
- Child Crisis Center - East Valley, Inc. - Family Resource Center / Behavioral Health Expansion
- Community Services of AZ (CSA) - Acquisition of Land and Building for Affordable Housing
- Foundation for Senior Living (FSL) - Emergency Repair Program

HOME Program

HOME funds are a Federal housing assistance block grant and are available to the City of Scottsdale as a result of participation in the Maricopa Consortium. Through creative housing partnerships with other HOME grant recipients, the State of Arizona, and non-profit organizations, Scottsdale's HOME program supports a wide range of high quality, safe and affordable housing. Typical uses of HOME funds include housing rehabilitation, new construction, tenant-based rental assistance, acquisition and other related activities.

HOME Activities

Total Funds: \$400,000

- Community Services of Arizona (CSA) - First-Time Homebuyer Program
- Community Services of Arizona (CSA) - CHDO Operating Costs

City of Scottsdale General Funds

The City of Scottsdale supports human services within the community by awarding funds to non-profit agencies. The city budgets for these services annually in the General Fund based on five funding categories: brokerage services, domestic violence (shelter services), legal services, regional shelter services and senior services.

General Fund Agency Contracts

Total Funds: \$443,978

- A New Leaf - East Valley Men's Center (EVMC)
- A New Leaf - La Mesita – A Family Shelter
- Beatitudes Center D.O.A.R - Volunteer Interfaith Caregivers (VICaP)
- Central Arizona Shelter Services (CASS) - Regional Emergency Shelter/Supportive Services
- Chrysalis Shelter - Scottsdale Domestic Violence Shelter
- Community Legal Services - Legal Assistance to Low/Moderate Income Families
- Jewish Family and Children's Services - Scottsdale Home Based Geriatric Program
- Valley Center of the Deaf - Hearing Loss, Hearing Health, and Technology
- Salvation Army - Emergency Assistance to Scottsdale Residents
- Save the Family Foundation of Arizona - Transitional Housing & Supportive Services
- Scottsdale Unified School District - Youth Drug and Alcohol Prevention Services

Endowment Program

The Endowment Program distributes funding generated from citizen and corporate donations that exist in two field-of-interest endowment funds managed by Arizona Community Foundation. Each year, the Human Services Commission evaluates applications for Endowment Program grants and makes funding recommendations to the City Council.

Endowment Program Grants

Total Funds: \$3,300

- Boys & Girls Clubs of Greater Scottsdale - America Reads – Paiute Neighborhood Center
- City of Scottsdale – Paiute Neighborhood Center - Annual Tutoring Incentive Trip
- Concerned Citizens for Community Health - Vista del Camino Ballet Folklorico
- Homeward Bound - Transitional Housing Utility Assistance for Residents



SCOTTSDALE CARES - VOLUNTARY UTILITY BILL DONATION PROGRAM

Scottsdale Cares is the City of Scottsdale's voluntary utility bill donation program. Initiated in May 1995, Scottsdale Cares receives approximately \$17,000 each month from Scottsdale residents—one dollar at a time. From 1995 through 2008, Scottsdale residents have donated over \$1.9 million. Scottsdale Cares is an easy way to help neighbors in need by adding \$1 to the monthly water bill to support human service programs. These dollars are then awarded annually to non-profit social service agencies providing critical services in Scottsdale. The priorities for funding are: 1) promote the positive development of youth, adults and seniors; 2) strengthen the capability of families and the self-sufficiency of adults; and 3) assist Scottsdale citizens of all ages in addressing crisis needs.

Scottsdale Cares Agencies for FY 2007/2008

Total Funds: \$245,000

- Alzheimer's Association
Alzheimer's Assoc Scottsdale Program
 - Area Agency on Aging
Benefits Assistance Program
 - Boys and Girls Club of Greater Scottsdale
Operation Outreach
 - Child Crisis Center
East Valley- Family Resource Center/AZ Action for Foster Children
 - Community Bridges, Inc.
Substance Use Disorder Treatment
 - Community Information & Referral, Inc.
24-hour Helpline
 - Concerned Citizens for Community Health
Emergency Rent/Mortgage, Utilities & Food
 - FSL Programs
Adult Day Therapeutic & Restorative Health Program
 - Gabriel's Angels
Animals and Children Together (ACT)
 - Mental Health Association of Arizona
Peer Support Groups
 - A New Leaf
La Mesita Child and Youth Development Center
 - Phoenix Shanti Group, Inc.
HIV Housing Program
 - Scottsdale Training & Rehabilitation (STARS)
Facility Based Training/Employment
 - Southwest Human Development
Chatterboxes: Augmentative Communication
 - Teen Lifeline, Inc.
Life Skills Development; Hotline; Community Education
 - Tempe Community Action Agency
Scottsdale Home Delivered Meals
 - Valley Center of the Deaf
Parenting Education and Support for the Deaf
 - Valley of the Sun YMCA
Community Initiatives/ i-Learn Center
-

Highlights in FY 2007/2008

- 34,741 Scottsdale households and 1,555 local businesses contributed to Scottsdale Cares, donating \$205,395 – one dollar at a time!

Human Services provides space in its facilities (centers) to share with other service providers (agencies). The “brokerage” of rooms, utilities, maintenance and storage is done at no cost to the agencies, with the agreement that they provide services to residents at the city facilities. Consequently, residents are able to utilize the services of these agencies and receive human services in one place, and the family as a whole can participate in several programs. The ability to broker space is cost effective and builds a true community center. The calculated benefit to Scottsdale residents is \$3,394,959. Based on an estimated cost of \$412,198, the benefit to cost ratio is approximately \$8.24 in benefit received for every \$1 spent. In 2007/08, the brokerage agencies provided over 1 million service units, in the areas of social service, education and recreation activities, to Scottsdale residents.

List of agencies that have partnered with the city for FY 2007/2008 under the brokerage concept.

Vista del Camino

- Arizona Department of Economic Security
- Brown Bag Gleaners
- Maricopa County Career Center
- Community Legal Services
- Concerned Citizens for Community Health
- Food Plus
- Maricopa County Juvenile Probation
- Salvation Army

Paiute Neighborhood Center

- AARP 55 Alive
- AARP Tax Assistance
- Boys and Girls Club
- HEADSTART
- Rio Salado Community College ESL Classes
- Maricopa County Community Justice
- Scottsdale Bar Association
- Scottsdale Community College
- Scottsdale Healthcare Medical/Dental
- Scottsdale Prevention Institute
- YMCA i-Learn Center

Granite Reef Senior Center

- AARP 55 Alive
Senior Job Placement Service
Tax Assistance
- Attorney General's Office
- Benefits Assistance Area Agency on Aging
- Brown Bag Gleaners
- Guardianship Review
- Jewish Family and Children's Services
- Legal Services
- Pets on Wheels
- Tempe Community Action Agency Sr. Nutrition Program
- Valley Center for the Deaf
- Waste Not

Via Linda Senior Center

- AARP 55 Alive and Tax Assistance
- Audiology Services
- Benefits Assistance Area Agency on Aging
- Food Plus
- Legal Services
- Jewish Family and Children's Services
- Maricopa County Juvenile Court/Probation
- Maricopa County Special Transportation
- Master Gardener
- Valley Metro
- Vision Screening

THANKS TO OUR VOLUNTEERS

The Heart of the Scottsdale Community

Volunteers are an integral part of Human Services which boasts the largest number of volunteers of any city division. A total of 682 volunteers logged 66,889 hours in Fiscal Year 2007/2008, which is equivalent to 32 full-time staff. Each and every volunteer plays a significant role in enhancing the quality of life in Scottsdale.

Volunteer opportunities are diverse and volunteers make a difference in a wide array of Human Services programs such as the following:

- Back-to-School Clothing and Holiday programs for needy children and homebound seniors
- Clothing Bank and Food Bank for low-income families
- Front Desk coverage for enhanced customer service
- Tutoring, reading, and pen pal programs involving senior residents and youth
- Human Services Commission members to oversee funding and social service priorities

	VOLUNTEERS	HOURS DONATED	COST SAVINGS*
Granite Reef Senior Center	180	29,865	\$ 539,063
Paiute Neighborhood Center	108	5,739	\$ 103,589
Via Linda Senior Center	184	22,418	\$ 404,645
Vista del Camino	203	8,530	\$ 153,967
Human Services Commission	7	337	\$ 6,083
TOTAL	682	66,889	\$1,207,347

** \$18.05 per hour used to calculate Cost Savings per the Points of Light Foundation/Independent Sector*

HIGHLIGHTS IN FY 2007/2008:

- Twenty-one Via Linda Senior Center volunteers partnered with 21 students at Laguna Elementary School to provide after-school tutoring to improve academic success. An additional 25 senior volunteers at Granite Reef Senior Center were pen pals for the year with 4th grade students at Hohokam Elementary School.
- Fifty AARP Tax-Aide volunteers prepared 3,054 tax returns at Granite Reef and Via Linda Senior Centers and Paiute Neighborhood Center. These returns brought back over \$1.6 million in tax refunds to these Scottsdale applicants.
- Vista del Camino Food Bank volunteers prepared 1,391 emergency food boxes, sorted over \$150,000 worth of food, and distributed \$50,000 worth of bread; Clothing Bank volunteers assisted almost 3,000 individuals to get clothing, and sorted over \$150,000 worth of clothing.
- The Human Services Commission received 50 applications from non-profit agencies and awarded almost \$2 million in grants for services in the community.



Message from the Commission

*We are dedicated to
ensuring that all of
Scottsdale's residents,
especially those most
vulnerable, are able to*

Members of the Human Services Commission have a shared purpose and responsibility and believe that we can make a positive contribution to our community. We are dedicated to ensuring that all of Scottsdale's residents, especially those most vulnerable, are able to receive essential services, supported by the values of respect, self-esteem and hope.

The Human Services Commission held 17 meetings and met for 383 hours this past year. Many agencies and human service providers presented valuable information -- including local trends and the number of Scottsdale residents served with their respective services. One of the

key roles of the Human Services Commission was to provide recommendations to the City Council on which agencies to fund during the FY 2008/2009 Proposal Allocation Process.

We collaborated with the Scottsdale Housing Board on housing related issues and heard 50 presentations from non-profit agencies as part of the Proposal Allocation Process. As in years past, the amount of requests exceeded the amount available. Therefore, we as a Commission had to make difficult decisions that resulted in serious prioritizing. Below is a table that shows the five funding sources, the number and dollar amount of applications received and the number

FUNDING SOURCE	# OF APPLICATIONS RECEIVED	DOLLAR AMOUNT REQUESTED	# OF APPLICATIONS FUNDED	DOLLAR AMOUNT FUNDED
Community Development Block Grant (CDBG)	15	\$1,647,029	12	\$1,053,179
HOME Investment Partnerships Program	3	\$890,000	2	\$498,334
General Funds	9	\$205,960	9	\$200,000
Scottsdale Cares	21	\$388,614	15	\$240,000
Endowment Funds	2	\$4,520	2	\$3,300
Total	50	\$3,136,123	40	\$1,994,813

and dollar amount of applications funded.

Even though there was not enough money to fund all of the requests, we were pleased to be able to recommend that the City Council approve funding for many programs and services including crisis shelter for children, families, adults and victims of domestic violence, home delivered meals, job training for the disabled, outreach services for the deaf, emergency assistance for rent or mortgage, utilities and home repairs and other vital services which will benefit literally thousands of Scottsdale residents.

In addition, we reviewed and advised on the Human Services Five-Year Plan, the Human Services Issues Report, the U.S. Department of Housing and Urban Development (HUD) Annual Action Plan and the Scottsdale Unified School District Intergovernmental Agreement.

The Human Services Commission wants to thank the Mayor and Council, all of the Human Services volunteers, all the non-profit agencies and the Human Services staff for improving the quality of life for our Scottsdale residents. Our shared goals and collaborative work with you have made our community better. We thank you for your help and for the opportunity to serve the community.

Sincerely,

Kathleen Hemmingsen
Chairwoman

Katherine Weaver
Vice Chair

Carol Erickson
Commissioner

Katy Kelewae
Commissioner

Jo Ann Woodward
Commissioner

Steven Rosenberg
Commissioner

Andy Yates
Commissioner

The Human Services Commission is a seven member citizen advisory committee appointed by the City Council who provides advisory recommendations to the staff and City Council on human services priorities and programs; and funding allocations for Scottsdale Cares, Community Development Block Grants, HOME, Human Services Emergency, and General Funds.

The Human Services Commission generally meets at 5:30 p.m. on the 2nd Thursday of each month in the Kiva at City Hall and at 5:00 p.m. on the 4th Thursday of each month at various Human Services facilities in Scottsdale.



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